

**This notice is provided by Touchstone Strategies - Stone Oak, LLC on behalf of the Bexar County Hospital District**

June 10, 2021

Dear Friend:

We are serious about protecting your privacy and the security of the personal information that you have entrusted to us. Unfortunately, we are providing you with this notice because you or someone close to you is a current or former resident of Stone Oak Care Center (the Facility), and an email account of one of the Facility's employees was accessed by an unauthorized person on or about April 14, 2021. The unauthorized person may have been able to access protected health information including information about your diagnosis, health status, the care and services you received, and other sensitive personal information such as your date of birth and social security number. This notice will provide you with more information about how this incident occurred, what we did to address the situation and steps that you may want to take to protect yourself or your loved one.

**How the breach occurred**

On April 14, 2021, an employee of the Facility received a fake email (known as a Phishing email) that informed the employee that they had received an electronic facsimile. After the employee responded to the email, the perpetrator was able to log into the employee's email account, where they could view and possibly download the employee's emails. We have determined that your name, or your loved one's name, and potentially other protected health information may have been included in at least one of the employee's emails.

**Our investigation and response**

We became aware of the perpetrator's access to the email account within hours and immediately changed the password so that the perpetrator would no longer have access to the account. The perpetrator did not gain access to the Facility's electronic medical record or any Facility computers or computer systems. Accordingly, the only information that the perpetrator could have accessed was the information contained in this employee's email account. Unfortunately, there is no way to determine which emails the perpetrator accessed, whether they accessed any emails, or whether they downloaded emails for later viewing. Because we cannot rule out the possibility that the perpetrator may have accessed emails with your information, we are providing you with this notice.

In addition to changing the password to the affected account, we contacted our employees to warn them about the fake Phishing email so that they would not respond, and we took steps to block the fake email account used by perpetrator. We also verified that emails were not being forwarded outside of our network, removed any email rules on the affected account that could be used to mask the perpetrator's behavior, and we reviewed log in records for other email accounts to ensure that they were not accessed. Going forward, we are increasing our employees' awareness of these type of attacks through increased training and use of simulated attacks. We are also implementing multi-factor identification on email accounts. This will reduce the ability of a bad actor to access email accounts remotely, even if they are able to obtain log-in credentials.

**Protecting your privacy**

We are committed to protecting your privacy and helping to ensure that the perpetrator cannot use your information to harm your credit or steal your identity. Accordingly, we are providing consumer credit protection information for you on the attached sheet. Please review this information carefully and notify the credit bureaus if you desire any of their credit protection services. If you have further questions, you may call our Toll-Free Care Line at 1-877-995-0950.

Once again, we deeply regret this unfortunate incident, and we will strive to prevent any future unauthorized access to your information.

Yours truly,

Darrell D. Zurovec  
*General Counsel*

### Consumer Credit Protection Information

Consumers are advised to carefully monitor their credit reports for any fraudulent or suspicious activity. Under U.S. law, consumers are entitled to receive a free credit report annually from each of the three major credit reporting bureaus: TransUnion, Experian and Equifax. To access your free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com).

Additional credit protections available include the ability to place a fraud alert on your credit profile at no cost to you. This fraud alert requires businesses to take steps to verify a consumer's identity before allowing any new credit to be extended. Victims of credit or identity theft are entitled to this fraud alert service for free, and the alert can last for up to seven years. To access this service, contact one of the three credit bureaus listed below.

Another consumer credit protection is a credit freeze, which prohibits credit bureaus from releasing any information in your credit report with your express authorization. This service helps prevent loans, additional credit, and other credit activities from occurring without your consent or knowledge. Note that this service could impact or delay services you desire, such as accessing new loans, credit lines or mortgages, which would require your authorization to lift the credit freeze. To enact a credit freeze, contact one of the credit bureaus listed below.

Additional information about identity theft, credit monitoring, fraud alerts, and credit freezes can be obtained by contacting any of the credit bureaus listed below, as well as your state Attorney General, or the Federal Trade Commission. Additional information is available online at [www.identitytheft.gov](http://www.identitytheft.gov) and [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). You may also call 1-877-438-4338.

If you determine that any of your information has been misused, you are encouraged to file a complaint with the Federal Trade Commission, and/or file a police report with your local law enforcement. These services will require you to provide proof of identity theft or fraud. You may also contact us, and Touchstone Communities will provide one year of free credit monitoring to you from the credit bureau of your choice.

#### The three major credit bureaus in the United States:

Experian	1-888-397-3742	<a href="http://www.experian.com/help">www.experian.com/help</a>
TransUnion	1-833-395-6938	<a href="http://www.transunion.com/credit-help">www.transunion.com/credit-help</a>
Equifax	1-800-685-1111	<a href="http://www.equifax.com/personal/credit-report-services/">www.equifax.com/personal/credit-report-services/</a>

If you are a victim of fraud or identity theft, you may also call the Touchstone Communities' compliance Care Line 1-877-995-0950, or notify us at [MyComplianceReport.com](http://MyComplianceReport.com), Access ID: TSCM.